



1836 South Avenue  
La Crosse WI 54601  
Phone (608) 775-8007 Fax (608) 775-8042  
(800) 897-1923 www.glhealthplan.org



Type of Plan ..... Health Maintenance Organization  
Total Number of Members..... 26,206  
Years of Operating Experience ..... 10  
Total Number of Primary Care Physicians (PCPs) ..... 230  
Percentage of PCPs Accepting New Patients ..... 100%  
Percentage of Board Certified Specialty Care Physicians ..... 84%  
Number of Urgent Care Facilities ..... 10  
Number of Dentists.....No Routine Dental Coverage

#### ADDITIONAL INFORMATION

<b>Referral Requirements</b>	A member may seek services from any Plan provider, primary care or specialist, without a referral. If your participating provider feels that you require specialty care beyond that available from a participating provider, he/she may complete a referral request form. Both you and the provider to whom you are referred for services will receive a copy of the approved referral. Medical care, treatment, services or supplies that are received through a referral are subject to the exclusions and limitations of your benefits.
<b>Prior Authorization Requirements</b>	Selected medical procedures covered by your plan require that you obtain prior written authorization as to the appropriateness of a service. Procedures and services requiring prior authorization include biofeedback, blepharoplasty, home oxygen, IV drugs and biologicals, home IV infusions, laser skin resurfacing, somnoplasty, PET scans, durable medical equipment purchases and rentals in excess of \$200, reduction mammoplasty, rhinoplasty, sclerotherapy, skilled nursing facility, and transplants. You must receive written confirmation of prior authorization before services or supplies are received. Prior authorization does not guarantee coverage.
<b>Medicare Claims Procedure</b>	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefits (EOMB). You should then submit the EOMB to the Health Plan for processing as the secondary carrier.
<b>On-Line Services</b>	Gundersen Lutheran Health Plan provides members with on-line services at <a href="http://www.glhealthplan.org">www.glhealthplan.org</a> . At our site you will find: <ul style="list-style-type: none"> <li>• Health and wellness information;</li> <li>• Electronic versions of member newsletters;</li> <li>• Provider listings;</li> <li>• Quality of care and service projects;</li> </ul> An e-mail directory so that specific questions can be directed to the appropriate Health Plan department.
<b>Outpatient Mental Health Network/Policy</b>	Referrals are not required for services received from a Plan provider .
<b>24-Hour Nurse Line</b>	(800) 362-9567 Ext. 4454 or (608) 775-4454

## ADDITIONAL INFORMATION

<b>PCP Restrictions</b>	The Plan encourages members to use their Primary Care Physician (PCP) to coordinate all of their health care needs. There are no restrictions for PCP designation. Each family member is allowed to designate their own PCP.
<b>Quality Improvement Initiatives</b>	<ul style="list-style-type: none"> <li>• Further development of the Health Plan Web site including greater member interactivity.</li> <li>• Incorporate closing comments at end of member phone calls to ensure questions were answered.</li> <li>• Continue to monitor results of the focused customer service satisfaction surveys; revise survey cover letter to solicit more feedback from members.</li> </ul>
<b>Dental Benefits Provided</b>	<ul style="list-style-type: none"> <li>• No routine dental coverage offered.</li> </ul>

<b>Counties in Service Area</b>	<b>Hospitals in County</b>	<b>Major Providers in County*</b>
Crawford	✓ Prairie du Chien Memorial Hospital	Gundersen Clinic - Prairie du Chien Kickapoo Valley Medical Clinic
Grant	✓ Boscobel Area Health Care	Boscobel Clinic Bluff Street Clinic Muscoda Health Center
Jackson	✓ Black River Falls Memorial Hospital	Krohn Clinic
Juneau	✓ Hess Memorial Hospital	Mile Bluff Gundersen Clinic – Wonewoc Elroy Family Medical Center
La Crosse	Lutheran Hospital	Gundersen Clinic
Monroe	✓ Tomah Memorial Hospital	Gundersen Clinic – Sparta Gundersen Clinic – Tomah Scenic Bluff Community Health
Richland	Richland Hospital	Richland Medical Center
Trempealeau	Tri-County Memorial Hospital	Gundersen Clinic- Blair, Independence, Whitehall
Vernon	✓ Vernon Memorial Hospital St. Joseph's Memorial Hospital	Bland Clinic Gundersen Clinic-Viroqua Hirsch Clinic Gundersen Clinic-Hillsboro La Farge Medical Clinic Viola Health Services Center

\* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.